

REMARKS/ ARGUMENTS

Re-examination and favorable reconsideration in light of the above amendments and the following comments are respectfully requested.

Claims 1 - 14 and 16 - 35 are pending in the application. Currently, no claim has been allowed.

In the office action mailed October 10, 2006, all claims pending in the application were rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 5,867,821 to Ballantyne et al. in view of U.S. Patent No. 6,283,761 to Joao.

The foregoing rejection is traversed by the instant response.

Claim 1 as previously amended calls for the at least one video display unit to be located within at least one examination/consultation room in a non-hospital medical setting. The Ballantyne et al. patent is directed to a method and apparatus for electronically accessing and distributing healthcare information and services in hospitals and homes. There is no contemplation by Ballantyne et al. of providing any display unit in an examination/consultation room in a non-hospital medical setting. The secondary reference to Joao does not cure this deficiency in Ballantyne et al. The apparatus and method described by Joao is intended to process and/or provide healthcare information and/or healthcare-related information. Nowhere does the patent talk about providing any such information in a non-hospital medical setting.

Clearly, there is no disclosure of placing at least one video display unit within at least one examination/consultation room.

Claims 2 and 3 are allowable for the same reasons as claim 1 as well as on their own accord.

Claim 4 is directed to an interactive system for providing information to patients in a medical setting which includes an electronic device which contains a plurality of video files connected to at least one video display so that a program selected by the patient using the manual device is provided by the electronic device to the at least one video display unit. The electronic device maintains a log of each program selected by the viewer. Clearly, the Ballantyne et al. patent does not teach or suggest the use of an electronic device which maintains a log of each program selected by the viewer. The Examiner contends that Ballantyne et al. teaches or suggests an electronic device which maintains a log of each program selected by the viewer; however, Applicants can find no such teaching in the patent. Column 6, line 66 to column 7, line 1 of Ballantyne et al. really says that the appropriate billing and accounting software is inherent in the equipment. It is totally silent on maintaining a log of each program selected by the viewer and thus could not possibly teach or suggest this notation. The Joao patent is also silent on this point and therefore does not cure the deficiency in Ballantyne et al. For this reason, claim 4 is allowable.

Claim 5 is allowable because neither of the cited and applied references has any means for accessing data in a log maintained by the electronic device because neither reference teaches or suggests an electronic device that maintains a log of each program selected by the viewer.

Claims 6 - 8 are allowable for the same reasons as claim 4 as well as on their own accord.

Claims 9 and 10 are allowable for the same reasons as claim 1 as well as on their own accord.

With respect to claim 11, the Examiner relies upon column 8, line 65 through column 10, line 27 of Ballantyne et al. to teach the limitation of there being a list of available programs on an on-screen display. However, Ballantyne et al. is silent as to there being such a list. The Ballantyne et al. patent says that a patient can select a program but does not provide any details as to how the patient would obtain a list of available programs. For this reason, claim 11 is allowable.

Claim 12 now calls for a hand-held user interface containing a list of available programs and the manual device. Neither Ballantyne et al. nor Joao teaches or suggests such an interface. Clearly, there is an interface in the Ballantyne et al. system. However, there is no disclosure of such an interface being a hand-held interface which contains both the list of available programs and a manual device. For these reasons, claim 12 is allowable over the combination of Ballantyne et al. and Joao.

Claim 13 is allowable for the same reasons as claim 12 and further on its own accord.

Claim 14 is allowable because there is no disclosure in either of the cited and applied references of locating at least one television monitor within a patient examining room in a non-hospital medical setting. As discussed above, Ballantyne et al. is only concerned with hospitals and homes. Joao is entirely silent on the subject.

Claim 16 is allowable because neither of the cited and applied references teaches or suggests locating at least one television monitor in a pharmacy setting.

Claim 17 is allowable because neither of the cited and applied references discusses including a television monitor in each of the examination/consultation rooms in a medical setting.

Claim 18 is allowable for the same reasons as claim 17 as well as on its own accord.

Claim 19 is allowable because neither of the cited and applied references teaches or suggests an electronic device having the capability to simultaneously provide the same program content to each of a plurality of video display units.

Claim 20 is allowable for the same reasons as claim 1 as well as on its own accord.

Claim 21 is allowable because neither of the cited and applied references teaches or suggests a manual device comprising a device for generating an infrared signal and said at least one video

display unit as a means for receiving said infrared signal and for transmitting said infrared signal to said electronic device. The only discussion of data transmission in Ballantyne et al. occurs in column 9, line 40 et seq. There it is said that the data is transferred to and from the PCS in compressed digital form to minimize data loading on the network and then decompressed at the bedside when used. There is no disclosure of the use of infrared signals in Ballantyne et al. Joao does not cure this deficiency in Ballantyne et al. Therefore, claim 21 is allowable.

Claim 22 is allowable over the cited and applied references because neither reference teaches or suggests an interactive system which has an automatic turn-on feature and an automatic turn-off feature.

Claim 23 is allowable for the same reasons that claim 1 is allowable. Neither of the cited and applied references teaches or suggests locating a video display unit in an examination/consultation room in a non-hospital medical setting.

Claims 24 - 32 are allowable for the same reasons as claim 23 as well as on their own accord. For example, claim 24 is allowable because neither of the cited and applied references teaches or suggests locating a plurality of video display units or a plurality of examination/consultation rooms.

Claim 26 is allowable because neither of the cited and applied references teaches or suggests updating the video files on an

electronic device from another electronic device located remote from the medical setting.

Claim 30 is allowable because neither of the cited and applied references teaches or suggests a step of maintaining a log of video files viewed by said individuals on said electronic device.

Similarly, claim 31 is allowable because neither of the cited and applied references teaches or suggests periodically downloading information maintained in the log to a remote device for analysis of that information.

Claim 33 is allowable over the cited and applied references because neither of the cited and applied references teaches or suggests maintaining a log of each selected video file on the electronic device.

Claims 34 and 35 are allowable for the same reasons as claim 33 and further on their own accord. Neither reference teaches or suggests gathering information about viewed programs by accessing the log via another electronic device. Additionally, neither of the cited and applied references teaches or suggests utilizing and gathering information to compute an amount due from at least one of advertisers and sponsors.

Referring now to the Examiner's comments beginning on page 19 of the final rejection. In paragraph (A), the Examiner argues that a broad reasonable interpretation of an examination/consultation room in a non-hospital medical setting includes a patients' home. The first problem with the Examiner's argument is that the Examiner

is not supposed to be interpreting the reference. The Examiner is supposed to be applying the reference as one of ordinary skill in the art would read it - not to interpret vague language in the reference to meet claim limitations. The second problem is that a patient's home does not include an examination/consultation room having a system for providing interactive system for providing information to patients. Certainly, Ballantyne et al. never says that anything in a patient's home has such a system. As for the intended use argument, the preamble of a claim is to be given patentable significance where it gives life, blood, and meaning to the claim. In the instant application, Applicants do rely upon the preamble to distinguish over the prior art.

With respect to the Examiner's comments in paragraph (B) beginning on page 19 of the final rejection, the Examiner's interpretation of Ballantyne et al. to meet the claim limitation defies logic. The accounting software which is being described in column 6, line 66 to column 7, line 1 clearly relates to a telephone system and telephone usage. The software described by Ballantyne et al. has nothing at all to do with maintaining a log of each program selected by the viewer. As for column 8, lines 58 - 60, it is clear that the log being discussed there is a log of the people accessing a person's medical records. Again, this has nothing to do with maintaining a log of each program selected by the viewer. It is improper to imply functionality to aspects of Ballantyne et al.'s disclosure which has no basis in Ballantyne et al. There is no

disclosure in Ballantyne et al. of anything monitoring the programs selected for viewing. The Examiner's comments about the Ballantyne et al.'s system being like pay per view/on-demand television and telephone company billing systems are without any basis in fact. The Examiner has not shown this to be true. Conclusory statements are not evidence.

As for paragraph (C) on page 20, please see the above comments.

With respect to paragraph (D) on page 20 of the office action, once again the Examiner is interpreting Ballantyne et al. and the interpretation has no basis in fact. It is not clear from a reading of Ballantyne et al. what Ballantyne et al. means by indexing video files. Certainly, Ballantyne et al. does not say expressly that he is creating a list of programs. With respect to the storage, search and retrieval system, there is no statement that any of this has to do with any video files and how such features would be used. With respect to column 9, lines 61 - 67, Ballantyne et al. talks about an entertainment system but it does not say anything of providing any of the constituents in the form of a displayed list. The Examiner's comments about TV programs and video on demand movies and their display on TV systems is duly noted. The problem is that Ballantyne et al. is not disclosing a TV system such as that which may be present in a home. The Examiner's comments are nothing more than speculation and conjecture and it is well settled law that an obviousness rejection may not be based on speculation or conjecture as to the nature of a reference's teachings.



With respect to the Examiner's comments in paragraph (E), Ballantyne et al. may teach that his system can be used with a PDA, but Ballantyne et al. never says that the PDA contains a list of available programs. Thus, the Examiner's argument fails to show that Ballantyne et al. teaches the claim limitation.

With respect to the Examiner's arguments in paragraph (F), see Applicants arguments presented above about paragraph (A).

With respect to the Examiner's arguments in paragraph (G), the fact still remains that neither Ballantyne et al. nor Joao does not teach or suggest a television monitor in each examination/consultation room. Applicants submit that this is more than a mere duplication of parts. It is necessary to have multiple TVs in a multiplicity of examination/consultation rooms in order to provide a plurality of patients with medical information.

With respect to the Examiner's arguments in paragraph (H) on page 22 of the final rejection, the arguments fail because the Examiner does not recognize that an electronic device having the capability to simultaneously provide the same program content to each of a plurality of video display units is a single device, not a plurality of duplicate parts.

With respect to the Examiner's arguments in paragraph (I) on page 22 of the final rejection, while Ballantyne et al. may teach a wireless or infrared transmitter/receiver to communicate with a PDA, Applicants believe that this is not a teaching of a device for generating an infrared signal and at least one video display unit

for receiving and the infrared signal and for transmitting the infrared signal to the electronic device.

With respect to the Examiner's arguments in paragraph (J) on page 23 of the final rejection, just because a user's access is turned off does not mean that the interactive system is turned off because there may be other users. As noted before, neither reference teaches or suggests an interactive system with an automatic turn-on and turn-off feature.

With respect to the Examiner's arguments in paragraph K on page 23 of the final rejection, Joao does not teach or suggest updating any video files. The Examiner is again interpreting a reference to say that it does something that it does not say it does. Nowhere does Joao talk about updating video files.

With respect to the Examiner's arguments in paragraphs (L) - (O) on page 24 of the office action, see Applicants' previous comments about paragraph (B). There is nothing in either reference which teaches or suggest maintaining a log of video files viewed by individuals. Since there is no teaching or suggestion of maintaining such a log, there can be no teaching or suggestion of periodically downloading information from the log or of gathering information about viewed programs by accessing the log via an electronic device.

With respect to the Examiner's arguments in paragraph (P) on page 25 of the final rejection, since neither Ballantyne et al. nor Joao disclose that any advertisers and/or sponsors are connected

with their respective systems, there is no teaching or suggestion of gathering information to compute an amount due from at least one of advertisers and sponsors. In fact, there is no need for either Ballantyne et al's system or Joao's system to have such functionality. The Examiner does not provide any statement as to what would motivate one of ordinary skill in the art to modify Ballantyne et al's system to have this functionality.

In support of the non-obviousness of the present invention, Applicants submit the declaration of Michael Collette. The declaration states that more than 800 of the systems described in the instant application have been installed in doctor's offices. Attached to the declaration are reviews from doctors who have used the system of the present invention. It is clear from these reviews that the system of the present invention has had a profound impact in their office practice by providing a system for patients to learn more about their health care conditions and treatments and that the system has been well received by their patients.

Dr. Moe L. Chin and staff say that "your program has made a tremendous impact on our office practice. We have recommended to every patient waiting in our exam rooms to view ERN to learn more about their health conditions and treatments."

Dr. Enrique Boquin writes "Just wanted you to know how much my patients, staff and I appreciate Exam Room Network. Your program provides my patients the facts about their condition before I enter the room, which saves me time educating them. My staff recommends

every patient view ERN while they are waiting to see me. When I arrive I can tell they have learned something new. These patients often express their appreciation for the information."

Dr. Donald Bishop writes that "... patients have expressed their appreciation for the programming and also have demonstrated a better understanding of their conditions and increased compliance with prescribed medications. ... These are great benefits ...."

Violeta Rosario of Rosario Medical Center writes to say "I am writing to thank you for the opportunity to participate in this revolutionary new way of providing important medical information to our patients."

Drs. Kenneth and Lloyd Hershman write to say that "Exam Room Network is by far the best program ever offered to us. It is not only non-intrusive, educational and time-savings to our patients, but to us as well."

Dr. Melvyn Sarnow writes to say that "I would not hesitate to recommend ERN as an indispensable informational tool to any medical practice."

It is clear from these testimonials that Applicants system as set forth in the instant application has been a success in many respects. It also fills a need for both patients and doctors. In fact, it fills this need so well that it has been very well received by both of these groups.

Applicants submit that the testimonials and reviews are a secondary consideration which mandates the non-obviousness of the

claimed invention. Neither Ballantyne et al. nor Joao teaches or suggests how to provide a system such as that set forth in the pending claims. For this reason alone the Examiner should allow the instant application.

For the foregoing reasons, the instant application is believed to be in condition for allowance. Such allowance is respectfully solicited.

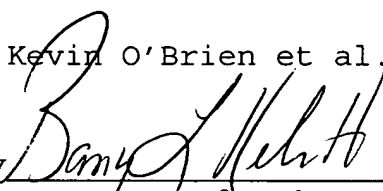
Should the Examiner believe an additional amendment is needed to place the case in condition for allowance, he is hereby invited to contact Applicants' attorney at the telephone number listed below.

A notice of appeal and a request for a one-month extension of time are enclosed herewith along with a check in the amount of \$310.00 to cover the extension of time fee and the notice of appeal fee. Should the Director determine that an additional fee is due, he is hereby authorized to charge said fee to Deposit Account No. 02-0184.

Respectfully submitted,

Kevin O'Brien et al.

By

  
Barry L. Kelmachter  
BACHMAN & LaPOINTE, P.C.  
Reg. No. 29,999  
Attorney for Applicants

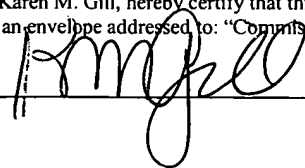
Telephone: (203) 777-6628 ext. 112

Telefax: (203) 865-0297

Email: [docket@bachlap.com](mailto:docket@bachlap.com)

Date: February 12, 2007

I, Karen M. Gill, hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313" on **February 12, 2007**.



**IRFAN-UL HUQ, M.D., P.A.**  
**PRACTICE OF GASTROENTEROLOGY**  
**DIPLOMATE AMERICAN BOARD OF**  
**INTERNAL MEDICINE AND GASTROENTEROLOGY**

1755 KLOCKNER ROAD  
HAMILTON TWP., NJ 08619  
(609) 587-3003 • FAX (609) 587-4512

~~1871 PENNINGTON ROAD  
TRENTON, NJ 08618  
(609) 882-5317 • FAX (609) 398-8031~~

September 23, 2002

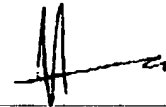
Exam Room Network  
Fax: 732-270-3307

Dear Sir:

My office has had the pleasure of using the Exam Room Network for several months now. The patients, as well as, office staff and physicians find the programming very informative and helpful. We regard the program as an asset and would highly recommend it to others.

Thank you for allowing us to participate in your program.

Sincerely,



Irfan Ul Huq, M.D.

IUH:arl

**MARGARET GRADZKA, M.D, F.A.C.R**

**3700 JOSEPH SIEWICK DRIVE, #200  
FAIRFAX, VIRGINIA 22033-1744**

**TELEPHONE: 703-648-9800  
FAX: 703-648-9808**

September 18<sup>th</sup>, 2002

Exam Room Network,  
ATTN: Mr. Jeff Robbins  
Suite 300, Kenwood Commons  
8230 Montgomery Road  
Cincinnati, OH 45236

Dear Mr. Robbins:

Just a quick note to provide you some initial feedback on the effectiveness and utility of ERN immediately after it was installed at our practice.

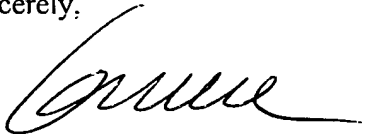
Our patients have provided very favorable feedback on ERN. Comments include the appropriateness of the short segments that provide them a lot of information quickly and effectively on a wide range of topics. Other similar feedback includes the professionalism of the presentations and the uniqueness of the setting (i.e., the examination room) in which they are presented.

It's apparent that ERN has found a niche market that is of great benefit to both the doctor as well as his or her patients. This is but another success story to which "thinking out of the box" can be credited.

Congratulations on such an innovative and worthy concept, and good fortune in the coming year!

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Sincerely,

A handwritten signature in cursive script, appearing to read 'Margaret Gradzka'.

Margaret Gradzka, M.D.



# Hershman & Hershman, P.A.

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Lloyd Hershman, M.D.

*General Practice  
Diplomate American  
Board of Pediatrics*

Kenneth Hershman, M.D.

*Diplomate American Board  
of Internal Medicine  
Geriatric Medicine*

11479 S.W. 40th Street  
WestBird Shopping Center  
Miami, Florida 33165  
Phone (305) 221-7235

September 25, 2002

To Whom It May Concern:

Exam Room Network is by far the best program ever offered to us. It is not only non-intrusive, educational and time-saving to our patients, but to us as well.

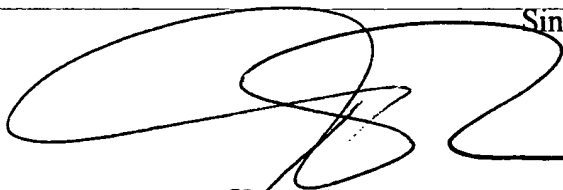
The install team was efficient, quick and professional. We have had only one reception problem that was quickly and courteously solved by the Customer Care department.

We would like the programming to be bilingual as we have a segment of our Hispanic patients who are non-English speaking. Additionally, other enhancements would be more disease state offerings — such as COPD, thyroid, pediatric concerns and more medical illustrations — such as male and female anatomy, nervous system, the brain and skeletal system.

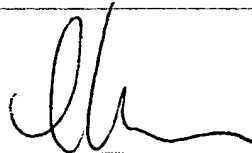
We would not hesitate to recommend ERN as a informational tool to any physician. Please contact us at (305) 221-7235 for any referrals.

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Sincerely,

A large, stylized cursive signature of Kenneth D. Hershman, MD, written in black ink.

Kenneth D. Hershman, MD

A smaller, more compact cursive signature of Lloyd S. Hershman, MD, written in black ink.

Lloyd S. Hershman, MD

KENDALL MEDICAL CENTER

MELVYN SARNOW, D.O.  
11120 N. KENDALL DR., SUITE 100  
MIAMI, FLORIDA 33176-1473  
TELEPHONE: (305) 279-0808

September 24, 2002

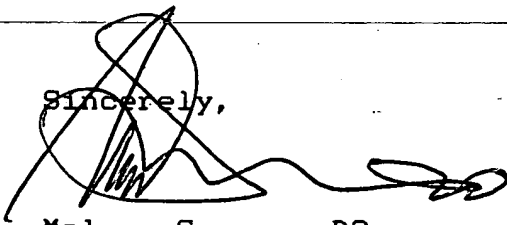
To whom It May Concern:

We've had Exam Room Network (ERN) in our office for over six months. Needless to say, our patients have had only positive comments about the program. They love the ability to educate themselves on the various disease topics while waiting on us. Additionally, we have found the ability to pull up the medical illustrations helps our patients visualize their conditions.

The only negative (if you could call it that) is we would like to see additional anatomicals (skeletal, gynecological, pulmonary), more disease state offerings (COPD, thyroid, AIDS, Alzheimer's) and bilingual programming.

I would not hesitate to recommend ERN as an indispensable, informational tool to any medical practice. Please do not hesitate to contact me at (305) 279-0808.

Sincerely,

A handwritten signature in black ink, appearing to be 'Melvyn Sarnow', with a large, stylized initial 'M' and a long, sweeping horizontal stroke extending to the right.

Melvyn Sarnow, DO  
Kendall Medical Center, Inc.

# Rosario Medical Center

Phone 813 886-9597  
Fax 813 882-3388

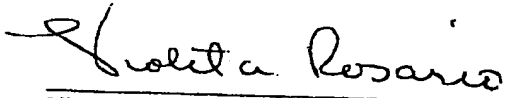
7520 W. Waters Ave. Ste.19  
Tampa, FL 33615-1599

October 03, 2002

To the Sponsors of the Exam Room Network,

I am writing to thank you for the opportunity to participate in this revolutionary new way of providing important medical information to our patients. The patients are very pleased with this new form of communication which enables them to keep up to date with information regarding their medical condition. The doctor is also very pleased with the patient's positive response. They not only view topic regarding themselves, but also problems relating to other members of their family in order to educate them. The illustrations are very useful as tools for explaining to patient's about their conditions. Having the illustrations readily available makes it easier and faster for the doctor than having to look for them in the different exam rooms. Thank you again from the doctor and staff. You have made our job much easier.

Yours truly,



Violeta Rosario  
Office Manager

# **FAMILY MEDICAL CARE ASSOCIATES, S.C.**

123 Hospital Drive, Suite 2004

Watertown, WI 53098

920-206-7772

Fax: 920-206-1001

August 23, 2002

Dear Exam Room Network:

We wanted you to know that your program has made a tremendous impact on our office practice. We have recommended to every patient waiting in our exam rooms to view ERN to learn more about their health conditions and treatments. More than half of them are still viewing ERN when Dr. Chin enters the room.

ERN is especially appreciated when we are running behind schedule. Our patients don't seem to mind the wait if they are watching Exam Room Network.

Thank you for your helpful program.

A handwritten signature in cursive script that reads "Moe L. Chin, MD".

Dr. Moe L. Chin and staff

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ENRIQUE M. BOQUIN, M.D.  
Diplomate American Board of Internal Medicine  
Nephrology  
33200 Warren Rd  
Westland, MI 48185  
Telephone: 734-421-4242

August 26, 2002

Dear Dr. Kevin O'Brien:

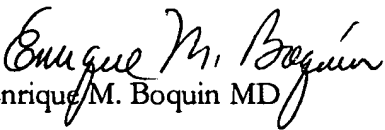
Just wanted you to know how much my patients, staff, and I appreciate Exam Room Network.

Your program provides my patients the facts about their condition before I enter the room, which saves me time educating them. My staff recommends every patient view ERN while they are waiting to see me. When I arrive I can tell they have learned something new. These patients often express their appreciation for the information. I want to pass their appreciation along to you, and add that of my staff and myself.

Your program also seems to help patient compliance with taking prescribed medications. We appreciate the pharmaceutical companies who make your program possible. In fact, I often prescribe the medications of ERN's pharmaceutical sponsors.

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In gratitude,

  
Enrique M. Boquin MD

EMB / dc

**Don Bishop, D.O., M.P.H., FACFP**  
**Medical Associates of Plano, P.A.**

**Family Practice**  
**Behavioral Medicine**

**Health Education**  
**Worksite Wellness**

August 28, 2002

Exam Room Network  
5901 E. Galbraith Road  
Cincinnati, OH 45236

ATTN: Dan Ansel

Dear Mr. Ansel:

Thank you for including me in your Physician Survey. I'm more than happy to offer my thoughts about Exam Room Network.

First, since you installed the ERN system in our office, patients have expressed their appreciation for the programming and also have demonstrated a better understanding of their conditions and increased compliance with prescribed medications.

Plus, ERN saves me time on patient education by providing concise, thorough programming at a level every patient can understand.

These are great benefits, considering you provide this service at no cost to my practice. Thanks again.

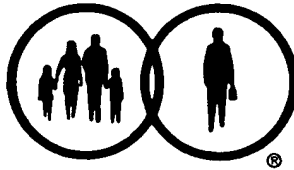
Best regards,



Dr. Donald Bishop  
Plano, Texas

JAY S. REESE, M.D.

TEMPLE TERRACE



PROFESSIONAL ASSOCIATION

August 28, 2002

Dan Ansel  
Exam Room Network  
5901 E. Galbraith Road  
Cincinnati, OH 45236

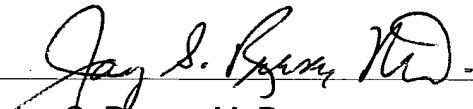
Dear Dan:

I completed and faxed the ERN Physician Survey to your office, but I also wanted to send a personal note of thanks to you and your sponsors for providing this free service to our workplace.

Not only is the feedback we receive from patients overwhelmingly positive, the staff also appreciates ERN as helpful tool for interacting with patients.

Please send along my thanks to whoever makes this possible.

Sincerely,

  
Jay S. Reese, M. D.

(225) 926-2258  
(225) 925-2520 Fax

4242 Gus Young Avenue  
Baton Rouge, LA 70802

STAN J. MAYS, M.D.  
*Family Medicine*

August 28, 2002

Dr. Kevin O'Brien  
Medical Director  
Exam Room Network  
5901 East Galbraith Road  
Cincinnati, Ohio 45236


Dear Dr. O'Brien:

Regarding your inquiry about our office's use of Exam Room Network, my staff and I have found that the programming offers a great educational tool for our patients. The programs are concise, interesting, and presented in layman's terms our patients can understand. Patients also appreciate having a relevant health program to watch during their wait time.

Thank you for providing this service. I recommend it highly to my colleagues.

Best regards,

---



Dr. Stan Mays  
Baton Rouge, Louisiana





WINSTON E. WATKINS, JR., M.D.

Board Certified in Internal Medicine

Diagnosis and Treatment for:  
Diabetes and Related Disorders  
Gastrointestinal Disorders  
Headaches/Allergies/Sinusitis  
Heart Conditions  
High Blood Pressure  
High Cholesterol  
Liver and Kidney Disorders  
Lung and Respiratory Disorders  
Stress Disorders  
Thyroid and Metabolic Disorders  
Preventive Health Programs:  
◆ Colon Cancer Screening  
◆ Electrocardiogram  
◆ Gynecological & Breast Exam

September 9, 2002

Exam Room Network  
5901 East Galbraith Road  
Cincinnati, OH 45236

To Whom It May Concern,

Thank you for providing this program to my office.

By giving patients current information about their conditions and medications, ERN makes them feel that their wait was constructive and helps them ask better questions.

The programming also reminds me of the medications available for treating specific conditions.

Please keep me informed as you add new conditions on the network. Thank you ERN for providing the very useful program to my office.

Sincerely,  
  
Winston E. Watkins, Jr., M.D.  
Houston, Texas

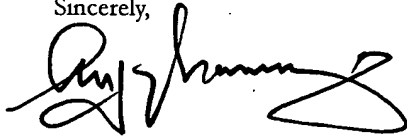
WEW/sjd

September 16, 2002

Dear Sir or Madam:

I had Exam Room Network installed in my office since it opened in March 2002. My patients, staff and I have found it very informative. It is a great way to alleviate the boredom and anxiety of waiting for the Doctor. I highly recommend ERN.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anselm O. Igbanugo', with a stylized flourish at the end.

Anselm O. Igbanugo, M.D., P.A.



Larry P. Belote, M.D.  
Family Practice  
740 E. Main Street  
Purcellville, Virginia 20132  
540-338-7116

September 17, 2002

ERN-Exam Room Network  
Attention: Jeff Robbins  
VIA FACSIMILE: 703-753-6630

Dear Jeff,

This is a follow up to our conversation today just to let you know in writing how pleased we are to have ERN in our office. Our patients seem to find it helpful and informative. We have had no complaints. Plus, it helps the patient to pass the time waiting for the physician with greater ease. Our practitioners have watched the programs and enjoyed them. The programs are just long enough to give the patient information and because they are in layman's terms and not medical jargon, the patients are not intimidated.

---

We have had very little technical difficulty with our system since installation. The system does exactly what it was promised it would do. We are happy to have it in our office.

Thank you for introducing us to ERN.

Regards,

Lyndia Calkins  
Office Manager



# GILBERT Y. ZINI MEDICAL CENTER

8283 Grove Avenue, Suite 106 • Rancho Cucamonga, CA 91730  
(909) 982-1888 • FAX (909) 982-7749

19 September

RE: Exam Room Network

The ERN system is certainly the most successssful patient education program that we have ever tried. Patient just love it = they listen to the information while waiting for me to come into the exam room. Then we listen together and discuss the information. We all appreciate this program very much and have been very pleased to be able to participate in it.

Sincerely,

Gilbert Y. Zini, M.D., FACEP



**FAMILY PRACTICE AT CLAYTON COURT**

*Quality Care with Respect and Compassion*

Joseph R. Salaz, M.D.  
Fred J. Burford, II, D.O.  
Joseph R. Hobson, D.O.  
Albert B van Zyl, M.D.  
Pamela H. Salaz, M.S., A.R.N.P.  
Linda C. Cowdrey, M.S., A.R.N.P.

5225 Clayton Court  
Fort Myers, Florida  
33907

September 20, 2002

(941) 939-7222  
fax (941) 939-1054

RE: Exam Room Network

Our practice had the Exam Room Network installed in August of this year. We have had nothing but complimentary comments from our patients. They found the segments informative and were appreciative of the anatomical diagrams available for the physician to use when discussing their condition.

The installation process was performed by highly competent staff that attempted to provide the least amount of disruption to the daily flow of patients as they possibly could. On the occasion the monitor doesn't work or sections "go down", the phone call to the company is answered promptly by pleasant staff who routes the work order to their maintenance staff. However, it is rare there is problems with the system.

I would recommend to anyone to invest in the Exam Room Network. If you would like to speak with me, please do not hesitate to contact.

Sincerely,

A handwritten signature in cursive script that reads "Dawn Hutchens".

Dawn Hutchens  
Practice Operations Manager





## MED NET PHYSICIANS GROUP

Salvador Yunez, M.D.  
Internal Medicine & Phlebology

Fernando M. Striedinger, M.D.  
Board Certified Internal Medicine

Cesar A. Morales, M.D.  
Board Certified Internal Medicine

September 23, 2002

RE: Exam Room Network

To whom it may concern:

We here at Med Net Physicians Group as well as our patients would like to thank ERN for the opportunity to experience the wonderful program that has been very beneficial for are patients to get a better understanging on some of those high risk disease that we face everyday. We are very glad to be able to provide our patients with these clippings that help them manage their medical conditions in an other way of thinking and caring for themselves. Thank you again, We could have not made a better choice.

---

Sincerely,

Isis Pacheco  
Office Manager

# Sussman & Staller, M.D., P.A.

100 NW 170 Street Suite 405  
N. Miami Beach, Florida 33169

September 23, 2002

To whom it may concern:

Our offices in North Miami Beach and Pembroke Pines have been extremely satisfied with Exam Room Network.

Patient feedback has been great. By watching ERN, patients have requested additional tests which generate more revenue for the office. The doctors have stated that they are pleased with the network and would recommend to their peers.

Also, anytime we have had any problems, all it takes is one phone call and everything is back within a short amount of time.

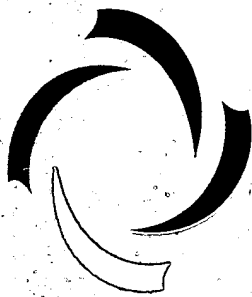
We would like to have more information on cardiovascular disease states if possible.

The office and the patients have been very satisfied with ERN. If you have any questions or would like to speak with me I can be reached at 305-654-5440.

Sincerely,



Kim Scalzo  
Administrator



Allied


Multicultural

Medical

Associates

RE: EXAM ROOM NETWORK

EXAM ROOM NETWORK MAKES IT EASIER  
FOR MY PATIENTS TO ADDRESS TOPICS  
THAT THEY WOULD NORMALLY FEEL  
UNCOMFORTABLE ADDRESSING... SUCH AS  
ED etc.

  
LUIS J PONCE M.D.

Luz Carmen Aguirre, M.D.

Lloyd A. Costello, M.D.

Luis Jesus Mejia Perez, M.D.

716 E. Mission Blvd., Suite D

Pomona, California 91766

(909) 865-2332

Fax (909) 868-7129

*we treat you like family*

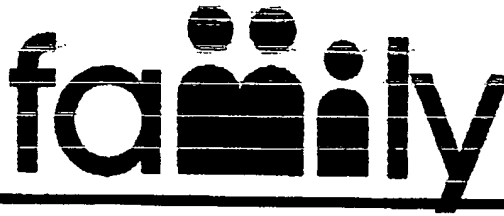
1902 Royalty Drive, Suite #130

Pomona, California 91767

(909) 865-5777

Fax (909) 865-5781





## MEDICAL CLINICS

FAMILY MEDICAL CLINICS OF DALLAS, P.A.

September 24, 2002

Ms. Shelli Estes  
Exam Room Network  
Fax 817-428-2588

Dear Shelli:

I just wanted to take a minute to tell you how much the Exam Room Network has helped me in my practice. I used to have patients standing at the door of their treatment room asking me, "am I next?" every time I came out of an exam room. Now, not only are they kept occupied but also they are also better educated about their health! It is also very helpful to have the anatomy and other medical diagrams available so that I don't have to have them plastered all over the walls in every room.

---

Thanks again for making the Exam Room Network available to me.

Sincerely,



Daniel N. Metzger, D.O.

**family**  
**MEDICAL CLINICS**  
FAMILY MEDICAL CLINICS OF DALLAS, P.A.

September 24, 2002

Ms. Shelli Estes  
Exam Room Network  
Fax 817-428-2588

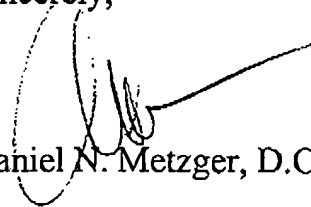
Dear Shelli:

I just wanted to take a minute to tell you how much the Exam Room Network has helped me in my practice. I used to have patients standing at the door of their treatment room asking me, "am I next?" every time I came out of an exam room. Now, not only are they kept occupied but also they are also better educated about their health! It is also very helpful to have the anatomy and other medical diagrams available so that I don't have to have them plastered all over the walls in every room.

---

Thanks again for making the Exam Room Network available to me.

Sincerely,



Daniel N. Metzger, D.O.

2815 S. Hampton Road, Dallas, TX 75224 ♦ 214.333.7333

## Whitney Lechner

---

**From:** Whitten, Shonda [swhitten@rwjuh.net]  
**Sent:** Wednesday, September 25, 2002 12:29 PM  
**To:** 'wiechner1@earthlink.net'  
**Subject:** FW: Exam room network

> -----Original Message-----

> From: Whitten, Shonda  
> Sent: Thursday, September 19, 2002 5:23 PM  
> To: 'wiechner1@earthlink.net'  
> Subject: Exam room network  
>

> I am writing this letter on behalf of the Physicians Staff and patients  
> here at Robert Wood Johnson Medical and Family Practice Associates. The  
> exam room network is informative and very educational. To quote one of  
> the Doctors "I Love it"

> Thank you,  
>  
>  
>

> Shonda Whitten  
> Office Manager  
> RWJ Medical & Family Practice Associates  
> 1799 Klockner Road  
> Hamilton, NJ 08619  
>

> PH# 609.689.2904  
> Fax# 609.689.2918  
>  
>

\*\*\*\*\*

Robert Wood Johnson University Hospital at Hamilton is proud to be the  
recipient of Quality New Jersey's 2001 Governor's Award for Performance  
Excellence - The Gold Level

---

**EDDIE G. CANTO, M.D., P.A.**  
INTERNAL MEDICINE

8780 S. W. 92ND STREET, SUITE 201  
MIAMI, FLORIDA 33176

TELEPHONE (305) 595-4233  
FAX (305) 595-4338

September 25, 2002

ERN (Exam Room Network)

Dear ERN Network:

Let this letter serve as feedback in regards to the Exam Room Network.

Our patients are very content about the system. They are able to enjoy their waiting time while they look up their diagnosis and prescription drug medication. The office staff enjoys being able to provide the patients with educational information.

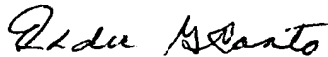
I've had technical difficulties on two occasions which my staff resolved themselves by shutting the system down. On another occasion we could not resolve it and had a technician come out within the week.

Otherwise we are content and enjoy having the system in our office.

If you should have any further questions, please do not hesitate to contact me.

Sincerely,

---



Eddie G. Canto, M.D.

EGC/js

**DAVID GLABMAN MD PA**

7800SW 87<sup>TH</sup> AVE. A-100  
MIAMI, FL 33173  
305-274-7272 OFFICE  
305-274-3585 FAX

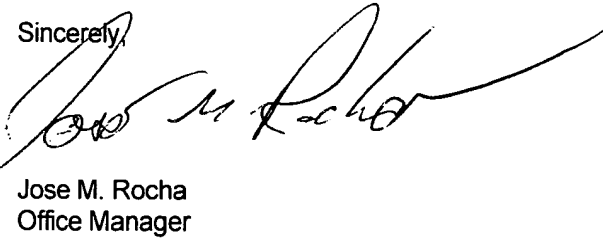
September 26, 2002

To Whom It May Concern:

This letter is to inform you that the Exam Room Network television monitor system has been utilized by my patients for the past 4 months and has received considerable positive reviews. The patients find the information very valuable and have provided them with a foundation for question to ask their health care provider in regards to their condition. In addition it allows the patient time to go faster as they wait for the physician making their overall visit more pleasant. It is not only an educational informative tool to have in the office, but from a business sense it is a practical one, providing physicians offices with a productive educational tool.

I would strongly recommend ERN for any physician that would like to add to the ambience and educational tools in their office.

Sincerely,

A handwritten signature in black ink, appearing to read "Jose M. Rocha", with a long, sweeping underline that extends to the left.

Jose M. Rocha  
Office Manager

---

**STACEY MURRAY, MD**

---

7800 SW 87TH AVE  
SUITE A-100  
MIAMI, FL 33173  
Phone: (305) 598-8787  
Fax: (305) 598-8680  
[dr.srm@att.net](mailto:dr.srm@att.net)

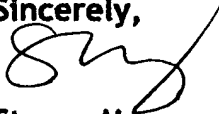
**September 26, 2002**

**To Whom It May Concern:**

**This letter is to inform you that the Exam Room Network television monitor system has been utilized by my patients for the past 4 months and has received considerable positive reviews. The patients find the information very valuable and has provided them with a foundation for questions to ask their health care provider in regards to their condition in addition to giving them a better understanding about some of their medical problems and treatment options.**

**Thank you for the opportunity to experience the ERN system.**

**Sincerely,**



**Stacey Murray, MD**

---

***John F. Spallino, M.D.***

*Board Certified Internal Medicine*

*Board Certified Ambulatory Medicine*

*10866 Sheldon Road.  
Tampa, Fl 33626*

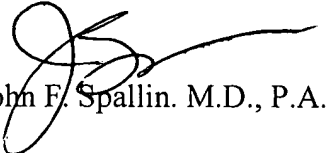
*(813) 926-2177  
(813) 926-7489 fax*

September 26, 2002

Accept this as a reference letter for the Exam Room Network Program, we find that this program is very informative to our patients in every way, the information is very interesting and easily understood. It is overwhelming to the patients when they are given this information, which they can actually watch and understand in any medical concern that they may have. The information is updated monthly with any new medical findings, which again is very informative. I feel very comfortable and satisfied to be able to refer this program to any one in medical practice. If you should have any questions in regards to this, please do not hesitate to contact my office.

---

Sincerely,



John F. Spallino, M.D., P.A.



Bruce H. VanVranken, M.D.

24432 Muirlands Boulevard, #239, Lake Forest, CA 92630 • 949-581-0400 • FAX: 949-581-0694

Exam Room Network  
8230 Montgomery Road  
Kenwood Commons  
Suite 300  
Cincinnati, Ohio

September 27, 2002

Dear ERN,

I am writing to express my profound appreciation for your Exam Room Network system. I have found it to be very informative, a great patient teaching aid, and a great way for my patients to pass the time in the exam room while waiting for me. The educational programs are informative, thorough, and to the point. My patients have educated themselves on a variety of topics that might not have been covered during their routine visits by using your service. I have received many appreciative comments from my patients about the programs content and the ease of use. The ERN system is a valued part of our office.

Thank You,

Bruce H. Van Vranken, M.D.



# **CARDIOLOGY CONSULTANTS**

## Of Hollywood

3700 Washington Street, Suite 500  
Hollywood, Florida 33021  
Tel. 954.989.4700

Earl B. Barron, M.D.  
Howard J. Barron, M.D.  
David E. Steiner, M.D.

9/27/02

EXAM ROOM NETWORK  
ATT: LEE FEINBERG

TO WHOM IT MAY CONCERN:

We have been using the Exam Room Network in our office for 4 months now and have found this to be an excellent tool to help educate our patients. There are three physicians in this practice and all of them have had very positive feedback from their patients regarding these "TV's" in the exam rooms.

---

We have also found this network very easy to use and informative on all the Medical conditions covered.

We would recommend this network to other associates in the city.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Laura Christiansen", written in a cursive style.

Laura Christiansen, Practice Manager for  
Cardiology Consultants of Hollywood



INTERNAL MEDICINE, PRIMARY CARE ASSOCIATES OF SOUTH FLORIDA, P.A.

VICTOR I. TAMAYO, M.D.  
EDMUNDO R. TAMAYO, M.D.

---

October 1, 2002

To Whom It May Concern:

The Exam Room Network has been receiving nothing but positive reviews from our patients. They have been appreciative of being able to see medical information at their finger tips.

Additionally, Dr. Victor Tamayo has noticed better patient interaction as his patients are asking less, but more focused questions. Furthermore, the medical illustrations allow Dr. Tamayo to visually explain their problems. This has led to more satisfied and better educated patients.

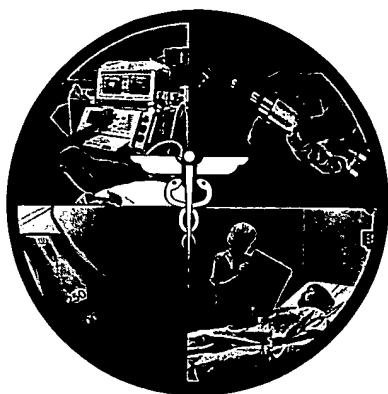
Several improvements we would like to see are: bilingual programming, additional medical topics and illustrations.

I would recommend the Exam Room Network system to any physician's office. I can be reached at (305) 940-0522.

Sincerely,

A handwritten signature in cursive script that reads "Maria Lopez".

Maria Lopez  
Office Administrator



**David S. Brown, MD**

*Board Certified Internal Medicine*

**October 4, 2002**

**To Whom It May Concern:**

**Re: ERN**

*Dear Sir or Madam:*

At **David Brown & Associates, P.A.** we have had the pleasure of having the service of Exam Room Network and it has been a wonderful experience.

We are a large internal medicine practice in the Aventura area in Miami, Florida. Our load of patients is very high and therefore waiting time used to be tedious for them. Since the ERN system was installed a couple of months ago, our patients have nothing but compliments to the service.

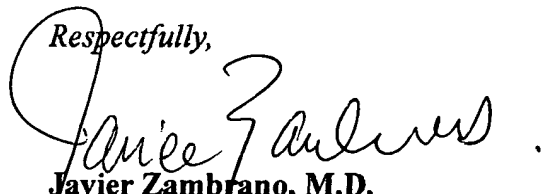
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Now they can inform themselves about doubts or concerns they may have besides their present medical condition(s). It has also served as a good ice breaker to open patients to a more open interview and it has been a great source to better explain patients about their medical problems.

It would be a great idea to make the network extensive to other practices and to further increase the number of anatomy atlas in the network!

Our experience has been a great one. If you have any questions about ERN and its benefits, please do not hesitate to contact me at your earliest convenience.

*Respectfully,*



**Javier Zambrano, M.D.**  
**House Physician/Clinical Practice Administrator**

000 08 2002 3:07AM HEALTHCARE+CLINICS 2148219117 p.2

# HEALTHCARE CLINICS

*"The Caring Professionals"*

FAMILY HEALTH SERVICES

---

October 8, 2002

Dear Ms. Estes,

I want to inform you of how thoroughly happy we are with our Exam Room Network System. The installation took one day for 15 exam rooms and the installers were hardly noticed in the clinic.

Maintenance is minimal and patient satisfaction is extremely good. The system stimulates questions, improved patient understanding, and improves provider capabilities and ease of explanation.

Once again, thank you very much.

Thoroughly Happy,



Ronald N. Skufca, D.O.

**DOLTON MEDICAL CENTER**  
(SPECIALTY GROUP PRACTICE)  
15437 Cottage Grove - Dolton, Illinois 60419



P. Dave M.D., Internal Medicine  
R. Medavaram M.D., Family Practice  
T. Sahajpal M.D., Pediatrics  
H. Gandhi M.D., Pediatrics  
E. Fiakpui M.D., O.B. Gyn  
P. Parikh M.D., Internal Medicine

Ph: (708) 841-1110  
Fax: (708) 841-8730

October 3, 2002

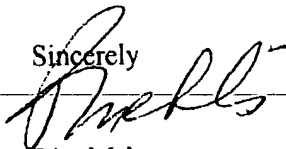
Dear Grant

RE: ERN Program

Thank you for choosing our medical group to be part of ERN program. We have had this program for over six months. My physicians like the program because the prescribed medication maybe featured on the ERN medication Video and it helps the patient to understand more about the medication. ERN also helps the patient to understand his/her symptoms.

I can keep on talking about this program but in short it is a very good educational program.

Sincerely



Rita Mehta  
Administrator



December 18, 2002

Paul M Gold DO  
Waterford Medical Associates  
3560 Pontiac Lake Rd  
Waterford, MI 48328

Dear Dr. Gold DO:

We at Exam Room Network want to thank you for your recent participation in our Medication Video Pilot and for your help in making the pilot such a success. Due to the extensive amount of data collected from the first physician phone survey, the patient feedback and your follow-up visit with our ERN representatives we do not find it necessary to do the second phone survey.

As agreed, enclosed is the check for the remaining \$250 for participating in the Medication Video Pilot. We certainly appreciate your time and willingness to help us evaluate this new component to your Exam Room Network.

By the way, due to the large number of requests from physicians participating in the Pilot to keep the videos on the system we have decided not to remove them for the time being as we evaluate our research findings. If this changes at some time in the future you will be notified before hand.

Thank you again for your participation and your use of the videos! As always, please do not hesitate to contact us at 1-888-397-9337 if we can be of any assistance.

Sincerely,

A handwritten signature in cursive script, appearing to read "Daniel E. Ansel".

Daniel E. Ansel  
Vice President, Program Viewership  
Exam Room Network

12/23

*The Videos in  
each Room are  
fantastic!*

*P. Gold*

5901 EAST GALBRAITH ROAD CINCINNATI, OHIO 45236  
513/984-5449 FAX 513/984-8658

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